

agents associated with the web site, such method comprising the steps of:

providing the web site with a plurality of audio access icons each disposed on a respective web page of the web site;

detecting activation of an audio access icon of the plurality of icons by the Internet user;

determining an overall type of question associated with the activated audio-access icon from an information content of the web page of the activated audio access icon;

selecting an agent of the plurality of agents with a best relative ability to answer the determined type of question based upon a skills list for the plurality of agents; and

establishing a voice path using IP telephony between Internet voice plug-ins of the user and the selected agent.

Amend claim 4 to read as follows:

The method as in claim 1 wherein the step of associating an agent group with each icon further comprises correlating a training level of the agent group of the plurality of agent groups with the subject matter of each audio-access icon.

Amend claim 5 to read as follows:

5. The method as in claim 1 wherein the step of establishing a[n] call path between the user and an agent of the associated agent group based upon activation of an audio-access icon further comprises placing an Internet address of the user in a call queue of the associated group until the agent becomes available.

Amend claims 7-10 to read as follows:

Sub 7. The method as in claim 6 further comprising comparing the measured time with a threshold value and overflowing the user to a queue of another agent group of the plurality of agent groups when the measured time exceeds the threshold.

8. The method as in claim 1 further comprising selecting the agent of the established voice path from the associated agent group.

D3 9. The method as in claim 8 wherein the step of establishing a call path between the user and the agent of the associated agent group based upon activation of the audio-access icon further comprises transferring an Internet address of the selected agent to the user.

10. The method as in claim 8 wherein the step of establishing a call path between the user and the agent of the associated agent group based upon activation of the audio-access icon further comprises transferring an Internet address of the user to the selected agent of the associated agent group.

Amend claim 15 to read as follows:

D4 Sub 15. The method as in claim 11 further comprising transferring the collected information from the user and an identifier of the [selected] agent of the associated agent group to a database of the web site.

Amend claim 18 to read as follows:

18. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

providing a web site with a plurality of audio access icons and at least some web pages with an audio access icon of the plurality of audio access icons associated with each web page of the at least some web pages;

associating an agent group with a subject matter of each audio-access icon of each of the at least some web pages;

detecting an activation of an audio-access icon of the plurality of icons by the user;

D5 determining a type of problem associated with the activated audio-access icon from an the subject matter of the activated audio access icon;

selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and the selected agent of the associated agent group.

Amend claim 19 to read as follows:

19. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

providing a web site with a plurality of web pages for access by the user;

providing an audio-access icon on at least some web pages of the web site;

associating an agent group with the at least some web pages;

detecting activation by the user of an audio access icon provided on the at least some web pages;

determining a type of problem associated with the activated audio-access icon from an information content of the web page of the activated audio access icon;

selecting an agent with a best relative ability to address the determined type of problem based upon a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and the selected agent of the associated agent group.

Amend claim 20 to read as follows:

20. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of a plurality of agents associated with the web site, such apparatus comprising:

means for providing a web site with a plurality of audio access icons each disposed on a respective web page of the web site;

means for associating an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;

detecting activation of an audio access icon of the plurality of icons by the Internet user;

determining a type of problem associated with the activated audio-access icon from an information content of the web page of the activated audio access icon;

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selecting an agent with a best relative ability to address the determined type of problem based upon a skills list for the agent group; and

means for establishing a call path using IP telephony between Internet voice plug-ins of the user and the selected agent of the associated agent group.

Amend claim 37 to read as follows:

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37 Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of a plurality of agents associated with the web site, such apparatus comprising:

a web site with a plurality of audio access icons and a plurality of agent groups;

16 a call distribution controller operably coupled to the web site which associates an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site;

detecting activation of an audio access icon of the plurality of icons by the Internet user;

determining a type of problem associated with the activated audio-access icon from an information content of the respective web page of the activated audio access icon;

selecting an agent of the agent group associated with the activated icon with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and

a local area network which establishes a call path using IP telephony between Internet voice plug-ins of the user and the selected agent of the associated agent group.